Volunteer Role Description
Wellbeing Volunteer

Location: Various wards

Hours: Flexible

Accountable to Voluntary Services Manager: Zoe Holmes

Responsible to Volunteer Supervisor: Nurse in Charge

Main Aims:

Wellbeing Volunteers provide a friendly, compassionate presence on inpatient wards, helping to improve the experience of patients during their hospital stay. Working alongside nursing and multidisciplinary teams, volunteers support patients' emotional wellbeing by offering companionship, reassurance and practical non-clinical assistance that helps patients feel valued, connected and comfortable.

Positive companionship and conversation encourage positive emotions which can speed up the healing process and significantly improve the patient's experience during their hospital stay
The role is centred on enhancing patient experience and reducing feelings of loneliness, anxiety and isolation while supporting a welcoming ward environment.

Key Duties:

- Welcome newly admitted patients to the ward and help them become familiar with the ward environment and facilities.
- Spend time with patients who would benefit from companionship through friendly conversation and active listening.
- To sit with and talk to patients; engaging them in topics that spark their interest
- Support patients who may feel lonely, anxious or isolated during their hospital stay.
- Read books, newspapers or letters to patients where appropriate.
- Assist patients with recreational activities such as puzzles, board games, colouring, arts and crafts or reminiscence activities.
- Offer reassurance and emotional support to patients awaiting tests, procedures or discharge.
- Help patients access personal belongings, call bells, glasses, hearing aids, reading materials or entertainment items where appropriate.
- Assist in maintaining patient comfort by helping to organise bedside areas, ensuring personal items are within reach where safe to do so.
- Welcome and support visitors by directing them to facilities and answering general enquiries.

- Promote a calm, friendly and inclusive ward atmosphere.
- Report any concerns about a patient's wellbeing, comfort or safety promptly to the supervising member of staff.
- Make tea, fill water jugs
- Work closely with nurses, healthcare support workers, therapists and the wider multidisciplinary team on most needed day to day activities
- Promote patient centred care by identifying any accessibility requirements and sharing this information with relevant ward staff
- Promote patient centred care by identifying members of the Armed Forces Community, linking in with the Patient Experience Team to facilitate the recording of this information, and any visits and and/or support information
- Promote patient centred care by identifying if the patient has an unpaid carer and sharing this information with relevant ward staff
- Promote feedback and learning through the support and encouragement of patient to complete Friends and Family Test (FFT) or relevant surveys (at an appropriate time)
- Follow all hospital policies relating to confidentiality, infection prevention, safeguarding, health and safety and equality.

General information

Volunteers should not undertake duties outside this role description without checking first with their Volunteer Supervisor.

Volunteers must not undertake any manual handling tasks if not had the appropriate training.

A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature.

Volunteers are reminded of the importance of confidentiality at all times. They must under no circumstances discuss patients' affairs with any person other than the relevant staff.

Volunteers are in place to complement the work of the paid staff and are not used to replace roles that are usually undertaken by paid hospital employees.

Volunteers should receive regular support and supervision and training where applicable.

Volunteers are bound by the "Volunteer Agreement" which includes their rights and responsibilities, and Trust Policies also apply to volunteers.

All Volunteers will be expected to attend MAST Volunteer Induction and receive a local induction upon arrival of their first shift.